

The Effectiveness of Kumara Innovations in Improving the Quality of Public Services in the Department of Population and Civil Registration in Klungkung Regency

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Abstract

This study aims to determine (1) the effectiveness of the implementation of the kumara innovation program in improving the quality of public services at the Department of Population and Civil Registration of Klungkung Regency and (2) what factors inhibit the effectiveness of the implementation of the kumara innovation program in improving the quality of public services at the Department of Population and Civil Registration. Klungkung Regency Civil Registration. This research method is descriptive research with a qualitative approach. Qualitative descriptive research is research that aims to describe and describe events and phenomena that occur in the field and present data in a systematic, factual, and accurate manner regarding facts or phenomena that occur in the field. Data were collected by using observation, interview, and documentation techniques. Researchers used source triangulation to check the validity of research data. Data analysis in this study uses three components consisting of data reduction, data presentation, and conclusion. The results of this study indicate that (1) the implementation of the Kumara innovation program has been effective in terms of service quality, and this innovation program has proven to be very helpful in making it easier for the community to get a child's identity card, this The innovation program has advantages in terms of the speed of the process of receiving a child's identity card. The results of this kumara innovation program have not been maximized in quantity, and the target of this kumara innovation program has not been achieved optimally, this is evidenced by the low percentage of ownership of identity cards for children who participate in the kumara innovation program services. (2) The factors that hinder the effectiveness of the implementation of the kumara innovation program at the Department of Population and Civil Registration of Klungkung Regency based on the results of the study are the lack of socialization, low public awareness, and budget constraints.

Keywords

effectiveness; innovation; public service



I. Introduction

One of the legal protections for children as legal subjects aged 0-17 years (< 1 day) is a form of legal protection provided by the government to be able to easily identify children in Indonesia and based on the Child Identity Card (KIA) they can be given their rights as children and as citizens in Indonesia. This program has been implemented by the central government since 2016 and the child ID card program will take effect nationally in 2019. The implementation of the child identity card program will be accelerated. Legal protection for children through the issuance of child identity cards is not only the responsibility of the government but is the responsibility of all levels of society so that

legal protection for children can be carried out optimally to minimize violations of children's rights legally in social life.

Bali Island is a small island that has 9 regencies, including Klungkung Regency. Among the regencies on the island of Bali, Klungkung Regency has the least population, which is around 215,766 thousand people. Klungkung Regency has 3 islands, namely Nusa Penida Island, Lembongan Island and Ceningan Island of the three islands, the widest area is on Nusa Penida Island in Nusa Penida District, while the capital is on the island of Bali, namely the city of Semarapura in the Klungkung district.

To accelerate the development process towards a superior and prosperous Klungkung community, from the service sector there is the Investment Awareness Community Movement (GEMA SARI), Once Born Children Get Birth Certificates (BELA NANDA), Marriage Certificate during Ceremony (KAWI SMARA), ID Card Data Recording Using a Motorcycle (PREDATOR) and Integrated Services in Issuing Death Certificates (PITRA BAKTI).

Based on the Klungkung Regency Regional Regulation Number 2 of 2011 concerning the Implementation of Population Administration. In the Klungkung Regency Government in providing population administration services to the community, it is necessary to arrange the issuance of population documents in an integrated, directed, coordinated, and sustainable manner.

Research Results of Nurfitri Wahyuni, et al (2017) Effectiveness of Electronic Identity Card Services, This study aims to determine the effectiveness of e-KTP services at the Bantaeng Regency Population and Civil Registry Office. This research is a qualitative descriptive study with several informants as many as 7 people. Data was collected using observation, interview, and documentation techniques. While the data analysis used consists of four flows of activities, namely: data collection, data reduction, data presentation, and concluding (verification). The results showed that the effectiveness of the e-KTP service at the Population and Civil Registry Office of Bantaeng Regency was in the fairly good category. Seeing the focus in research, namely: 1) . The service procedure has been defined quite well, 2). Employee discipline is in the fairly good category, 3). Employee justice is in the fairly good category, 4). The fairness of the costs has been fairly well established, 5). Service convenience is in the fairly good category. Differences: a). The type of research is Journal, b). The research year 2017. c). Service to the community, d). Location of the Office of Population and Civil Registry Office of Bantaeng Regency, Equation: a). Effectiveness, b). The research method is descriptive qualitative

The word innovation comes from English innovation which means change. Innovation can be defined as a process of human activity or thought to find something new related to input, process, and output, and can provide benefits to human life. Input-related innovations are defined as patterns of human thought or ideas that are contributed to new findings. The innovations related to the process are mostly oriented to methods, techniques, or ways of working to produce something new.

Furthermore, innovations related to output based on this definition are more aimed at the results that have been achieved, especially the use of thinking patterns and methods or work techniques carried out. The three elements in the innovation form a unified whole. (Prosperous & Rohana, 2012:9).

Innovation according to Evert M. Rogers (in Suwarno, 2008: 9) is an idea, idea, practice, or object/object that is realized and accepted as something new by a person or group for adoption. Based on the concepts that have been described above, innovation is the application of new ideas in the implementation of fulfilling the desires and needs of the community by state officials so that the community can meet their needs.

A child's identity card is useful as identification or proof of legal identity for children who are less than 17 years old. In addition, targeted k art The identity of the child is used as one of the requirements for school registration, basic making art you I know and document immigration, for look after claim compensation Dead for p holder k art I dentists a son, for preventing the occurrence of child trafficking and for various other related purposes that need proof self in the form of identity child.

From the conclusions above, a child identity card is a card issued by the government to collect data, provide protection, and fulfill the constitutional rights of children in Indonesia.

The geographical location of the community's place of residence and the economic condition of the community cause not all of them to be able to take care of their child's identity card, some of them are busy working, making it difficult for the community/parents to take care of their child's identity card. To be able to take care of a child's identity card, you must first take the time to come to the office. In the implementation of this kumara, the Population and Civil Registration Office of Klungkung Regency invites school teachers, children, and parents to request the issuance of a child's identity card. Based on the concepts described above, the kumara innovation is an innovation from the Klungkung Regency Population and Civil Registration Office in increasing the coverage of children's identity card ownership in Klungkung Regency.

According to Kurniawan in Sinambela (200 6:5) Public Service "is the provision of services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been established ". As stated by Moenir that "public service is an activity proposed by parties aimed at meeting the interests of the people. Based on the KEMENPAN services carried out by service providers as an effort to fulfill the needs of service recipients as well as the implementation of laws and regulations.

The quality of public services is an important component that must be considered in public services. The term quality of public services certainly cannot be separated from the perception of quality. According Sampara (1999) in Hardiyansyah (2011: 35), suggests that service quality is the service provided to customers in accordance with service standards that have been standardized in providing services as standardization of good service.

Based on the opinions of the above experts regarding the notion of the quality of public services, the researchers conclude that "the quality of public services is the totality of the ability of the service providers to provide services for products (goods or services) as well as administrative services to customers/society, which can meet the needs and can provide satisfaction to customers based on conformity with expectations and reality received by customers/society.

II. Research Method

The research approach used in this research is descriptive qualitative because this research produces conclusions in the form of data that describe in detail, not data in the form of numbers. This is because the qualitative approach as a research procedure produces descriptive data in the form of written or spoken words from people. Qualitative research is a scientific approach that uncovers certain social situations by describing reality correctly, formed by words based on relevant data analysis techniques obtained from natural situations.

According to Denzin and Lincoln in Moleong (2013: 5), "qualitative research is research that uses a scientific background, intending to interpret phenomena that occur and is carried out by involving various existing methods". Based on the explanation Moleong in Amrizal (2018) qualitative research is research that intends to understand the phenomenon of what is experienced by the subject of research such as behavior, perception, motivation, action, etc., holistically, and by way of description in the form of words and language, in a special context that is natural and by utilizing various natural methods.

This research is descriptive because the purpose of descriptive research is to make a systematic, factual, and accurate description, picture, or painting of the facts, characteristics, and relationships between the phenomena being investigated. According to Azwar in Siregar (2020), descriptive research analyzes only at the level of description, namely analyzing and presenting facts systematically so that they are easier to understand and conclude. This type of research is very appropriate because the researcher will describe the data not measure the data obtained. Researchers will look for descriptive data about the effectiveness of the kumara innovation program in increasing the number of child identity card printing for school children in Klungkung Regency and requires observations in the process of implementing the innovation program whether it is appropriate or not, effective or not. In this study, the authors describe the findings which are shared data, and the uniqueness found in the field.

III. Results and Discussion

3.1 Results

The Effectiveness of the Kumara Innovation Program Implementation in Klungkung Regency

This I novas kumara program is a service for issuing child identity cards for school children. In general, the printing of children's identity cards is done in the office, however, the program for printing children's identity cards through the Kumara innovation program is directly implemented in schools. The Kumara innovation program is one of the innovative programs implemented by the Klungkung Regency Population and Civil Registration Office to provide the best service to the community directly at school.

Kumara innovation solves the problem with publishing child identity cards in kindergarten school. This innovation can change the community's systematics that with the requirements that have been met, the community will receive a child's identity card immediately while in school free of charge.

To find out the effectiveness of the kumara innovation program at the Klungkung Regency Population and Civil Registration Office, based on an interview excerpt with Mr. I Komang Dharma Suyasa, SH, MAP as the Head of the Klungkung Regency Population and Civil Registration Office regarding the kumara innovation program said:

"The I novas kumara program is a service for issuing child identity cards for school children. This kumara innovation program is one of the innovative programs implemented by the Klungkung Regency Population and Civil Registration Office to provide the best service to the community". (Interview 24 May 20 22)

Informant Mr. Pande Made Anggarnata, S.Sos. FOLDER. as the Head of the Population Registration Division in the same matter related to the Kumara innovation program said:

"With the Kumara innovation program, we can raise the name of the Population and Civil Registration Office and the Klungkung Regency government in the eyes of the

community. This innovation program has advantages in terms of the speed of the child's identity card issuance process". (Interview on 24 May 20 22)

This was added by Putu Indra Gunawan, S.STP as Dukcapil staff, said:

"The Kumara innovation is a solution for the community /parents who are busy or don't have time to come to the office in taking care of a child's identity card for their child and immediately get the child's identity card at school". (Interview 24 May 20 22)

Likewise the interview with Mrs. Komang Sumartini, a school teacher for the Tunas Kasih Kindergarten with the following interview excerpts:

"I novas kumara program is very easy the community/parents of students through schools in the management of publishing child's identity card, where people no longer need to come to the Population and Civil Registration Office". (Interview on 25 May 20 22)

Excerpts from an interview with the Komang Suryawan community as the community/parents of students from Semarapura Klod, Klungkung District said:

"The I nova kumara program is very helpful for the community/parents of students in the process of managing the issuance of a child's identity card, the requirements for the Kumara innovation program service are not difficult, the requirements are the same as applying for a regular child identity card at the office, only the requirements are collected at school". (Interview on 26 May 20 22). So the purpose of the effectiveness of the Kumara innovation program is to provide the best service to the community and can help the community in ownership of children's identity cards.

3.2 Discussion

Discussion on the Effectiveness of the Kumara Innovation Program in Improving the Quality of Public Services at the Population and Civil Registration Office of Klungkung Regency

Measurement of effectiveness is used to see the extent to which activity, usability, and conformity in an activity of people carrying out activities with the intended target. This effectiveness measurement is used to obtain the effectiveness of a goal by looking at various indicators of a program. Measurement of effectiveness is used to see the extent to which activity, usability, and conformity in an activity of people carrying out activities with the intended target. This effectiveness measurement is used to obtain the effectiveness of a goal by looking at various indicators of a program. The Kumara innovation program is one of the innovations from the Department of Population and Civil Registration of Klungkung Regency to make it easier for people to get children's identity cards and increase the coverage of children's identity card ownership.

To determine the effectiveness of the Kumara innovation program at the Department of Population and Civil Registration of Klungkung Regency at this time, the researcher uses the opinion of Budiani (2007: 53) to mention several indicators used to measure effectiveness, namely the accuracy of program targets, program socialization, program objectives, and program monitoring.

a. Accuracy of Program Targets

That is the extent to which the program participants have been determined previously. According to Makmur (2011: 8), targeting accuracy is more oriented to the short term and more operational, determining the right targets, both individually set and the goals set by the organization, really determines the success of organizational activities. Likewise, if the targets set are not appropriate, it will hinder the implementation of the various activities themselves.

A program implemented by the government should have the right target because the accuracy of the target in each program implementation is one aspect that affects the success of a program in achieving the expected goals. Determination of program targets aims to see how far the program participants have been determined previously. Based on the results of interviews conducted by both researchers with service providers and service recipients as the target group of the Kumara innovation program, it shows that the Kumara innovation program on the indicators of accuracy in targeting the program in quality is effective but in quantity, it is still not optimal, this is evidenced by the low percentage of children who participated in the Kumara Innovation Program service compared to the number of children in Klungkung Regency. In the year 2020, only 14.36 % of children mandatory identity cards for children who take part in the Kumara Innovation Program service. In the year 2021, only 28.16 % of children mandatory identity cards for children who take part in the Kumara Innovation Program service, this is because there are still many people who do not know about the Kumara Innovation Program, regarding the procedures, requirements which have not been fulfilled and still considers the processing of identity cards for children participating in the Kumara innovation program to be complicated and subject to fees.

b. Program Socialization

That is the ability to administer the program Kumara innovation in conducting program socialization, so that information regarding the implementation of the Kumara innovation program can be conveyed to teachers and the public/parents of students in general and the target participants of the Kumara innovation program in particular. According to Wilcox in Mardikonto (2013: 86), providing the information is the first step taken to get maximum results and expedite continuing a job, because providing information can be used and increase knowledge for people who receive the information.

Indicators of program socialization Kumara innovation is the main key to the success of a program in achieving the expected goals and objectives. Through an effective socialization program process for the community, a program will easily achieve success in its implementation. Program socialization is the starting point that determines success in achieving its goals, therefore program socialization must be carried out in a planned and systematic way so that the planned goals are achieved properly, this happens because the better the program socialization process, the better the public's understanding of the concept will be and goals of the program. In a policy, program socialization is the ability of the Kumara innovation program organizer in Klungkung Regency to socialize the program, so that information on the Kumara innovation program can be conveyed to the public. From some of the results of the interviews above, by looking at the conditions in the field related to the methods used by the organizers in providing socialization of the Kumara innovation program in Klungkung Regency, it can be concluded that the Kumara innovation program on the socialization indicator of this program has not been maximally implemented, socialization has been carried out through meetings held by the Department of Population and Civil Registration of Klungkung Regency to teachers and representatives of parents of students only in the year 2020 only. The socialization has not been maximized because it is not carried out sustainably, the socialization also does not invite village officials, even though village officials are the ones who know about population documents in the village. With the ongoing socialization of the Kumara innovation program to village officials, it is hoped that they can re-socialize it through meetings in the village and sangkepan-sangkepan in traditional villages. Through socialization carried out by the Department of Population and Civil Registration of Klungkung Regency on an

ongoing basis, problems that exist in the administration of population administration and civil registration can also be discussed, including problems in implementing the Kumara innovation program. The Department of Population and Civil Registration of Klungkung Regency as the program organizer of Kumara innovation has indeed provided information to the entire community and disseminated it through radio, web, social media, and print media, this also needs to be carried out sustainably, so that every community in Klungkung Regency is expected to know the facilities provided in this Kumara innovation program and also Know the procedure for submitting an application and its requirements.

c. Program Objectives

That is the extent to which the suitability of the results of the program with the program objectives that have been set previously. According to Duncan in Streets (1985: 53) states that the achievement of goals is the overall effort to achieve goals that must be viewed as a process. Therefore, so that the achievement of the final goal is more secure, phasing is needed both in the sense of phasing in the achievement of its parts and phasing in the sense of its periodization. The achievement of goals consists of several factors, namely the period and targets which are concrete targets. Indicators of program objectives and the achievement of program objectives are used to see the extent of the suitability between program results and program objectives that have been previously set in the Kumara innovation program in Klungkung Regency. This I novas kumara program is the issuance of children's identity cards at schools, This kumara innovation program is one of the innovative programs implemented by the Klungkung Regency Population and Civil Registration Office to provide the best service to the community. This program was established by Decree of the Head of the Population and Civil Registration Office of Klungkung Regency Number 7 of 20 20 concerning the Program for the Acceleration of Increasing the Coverage of Child Identity Cards. The objectives of the kumara novation program are:

1. Make it easier for the community to get a child's identity card;
2. Increase the coverage of children's identity card ownership.

From the results of interviews between researchers with providers and users of the Kumara Innovation Program, it can be concluded that the Kumara Innovation Program on the objective indicators of the Kumara Innovation Program has been effective in quality, but in terms of quantity, it is still not effective. Of the two goals of this Kumara innovation program, only the goal of making it easier to get children's identity cards has been achieved, while the goal of increasing the coverage of children's identity card ownership has not been maximally achieved. Making it easier for the community to get a child's identity card, has been proven by the presence of the Klungkung Regency Population and Civil Registration Service in every service innovation program. Kumara in schools free of charge, this makes it very easy for children and parents to directly get a child's identity card.

Children's identity card ownership has not been achieved optimally, from the data obtained by researchers at the Department of Population and Civil Registration Klungkung Regency. The number of children's identity card ownership in Klungkung Regency has not yet reached its target. The increase in the number of children's identity card ownership coverage caused by the Kumara innovation program did not significantly affect the increase in the number of children's identity card ownership. at the Department of Population and Civil Registration of Klungkung Regency. In 20-20, the Kumara innovation program only served 591 or 7.03 % of the total children who carry out the kumara innovation program, while in 20-21, the program Kumara innovation only serves

1,475 or 10.60 % of the total children in Klungkung Regency. For the total coverage of identity card ownership in Klungkung Regency in 20-20, only 8,401 or 14.36 %, and in 2021 only 15,385 or 28.16 %. This proves that the results of the implementation of the Kumara innovation program have not maximally influenced the increase in the coverage of children's identity card ownership at the Population and Civil Registration Office of Klungkung Regency. The purpose of increasing the number of children's identity card ownership has not been achieved optimally because not all kindergarten students attend school in Klungkung Regency participated in the kumara innovation program.

d. Program Monitoring

Namely activities carried out after the program is implemented as a form of attention to program participants. Furthermore, according to Winardi (2010: 7), supervision includes the act of checking and comparing the results achieved with the standards that have been outlined. If the results achieved deviate from the applicable standards, it is necessary to take corrective actions to improve them. Furthermore, according to Bohari (1992:3) supervision is a form of inspection or control from parties who are more subordinate to their subordinates. Siagian in Situmorang et al (1993:19) states that supervision is an observation process rather than the implementation of all organizational activities to ensure that the work being carried out goes according to a predetermined plan.

From several interviews and observations of researchers, it can be concluded that the kumara innovation program on the indicators of supervision of the kumara innovation program has not been effective. From some of the results of the interviews above and also based on the observations of researchers, it can be concluded that the supervision or monitoring of the Kumara innovation program has been carried out by the organizers of the Kumara Innovation Program and related stakeholders, who are involved in the Kumara Innovation Program but have not been maximized. Effective observation or supervision carried out by service providers is direct observation of service recipients or it can be through schools so that what becomes an obstacle in the implementation of this kumara innovation program can be found a solution.

The results of this study are different from previous research conducted by Yoke Veranda in 2015 entitled the effectiveness of birth certificate services at the Dispedukcapil Surabaya City which uses 5 (five) dimensions, namely reliability, responsiveness, confidence, attention, and tangibles. According to the author, the 5 (five) dimensions used by Yoke Veranda to measure effectiveness are more suitable to be used to measure the quality of service.

Likewise, research conducted by Rizal Lopes in 2013 entitled the effectiveness of public services in Kendahe District, Sangihe Regency uses 8 (eight) indicators, namely simplicity, clarity, the certainty of service, security in service, openness in service, efficiency in service, economical in service, equitable justice in service, service punctuality. According to the author, the indicators used by Rizal Lopes to measure effectiveness are more suitable for measuring service quality. The results of this author's research are in line with research conducted by Ardi Perdana in 2013 entitled the effectiveness of e-KTP services in the Malang City Community which uses 4 (four) indicators in measuring effectiveness, namely the accuracy of program targets, program socialization, program objectives, and program monitoring.

Based on the above discussion, it can be concluded that the implementation of the Kumara innovation program has proven effective in terms of quality in helping kindergarten students and parents to get children's identity cards, but in terms of quantity, the results have not been maximized. In terms of targeting accuracy, the quality of the

Kumara innovation program has been effective, but in terms of quantity the results have not been maximized, this is evidenced by the low percentage of kindergarten students and their parents participating in the Kumara innovation program service, compared to children who are required to have a child identity card. The Kumara innovation program on the socialization indicator of this program has been effective in quality but in quantity, the socialization has only been carried out once and has not been maximized, socialization has been carried out through meetings held by the Klungkung Regency Population and Civil Registration Office to teachers and parents students in 2020, the socialization has not been maximized because it is not carried out sustainably. The Kumara innovation program on the program objective indicators has been effective because the purpose of this innovative program is to make it easier for kindergarten students and parents to get their child's identity card has been proven. The increase in the number of children's identity card ownership coverage caused by the Kumara innovation program did not significantly affect the increase in the number of children's identity card ownership. For students, the mandatory child identity card has not been achieved optimally because not all kindergarten students are required to have a child identity card following the Kumara innovation program, so not all kindergarten students are required to have a child identity card registered by the Klungkung Regency Population and Civil Registration Office. In program monitoring indicators, supervision or monitoring of the Kumara innovation program has been carried out by the program organizers and relevant stakeholders involved in this Kumara innovation program but has not been maximized, effective observation or supervision carried out by service providers is direct observation to service recipients or can through schools, so that what is an obstacle in the implementation of the Kumara innovation program can be found a solution.

With the innovation program, Kumara can raise the name of the Population and Civil Registration Service and the Klungkung Regency government in the eyes of the community. This Kumara innovation program has advantages in terms of the speed of the process of accepting children's identity cards so that children and parents can be greatly helped. The Kumara innovation program is a solution for parents and kindergarten students who are required to have a child's identity card.

Collaborating with other agencies is something that must be done because, to realize the goals of the Kumara innovation program, coordination and cooperation are needed between the Population and Civil Registration Offices, village officials, and kindergarten teachers. The shortcomings and obstacles in the implementation of the kumara innovation program must be immediately addressed by the Klungkung Regency Population and Civil Registration Office so that the objectives of the implementation of the kumara innovation program can be achieved so that the implementation of the kumara innovation program can improve the quality of public services in particular. in the field of population registration services.

IV. Conclusion

Based on the results of the research in the previous chapter, it can be concluded that the implementation of the Kumara innovation program has been effective in terms of service quality. The results of this kumara innovation program have not been maximized in terms of quantity. Socialization and program monitoring has not been maximized, effective observation or supervision is needed carried out by the service provider to the service recipient. It requires coordination and cooperation between the Population and Civil Registration Office of Klungkung Regency.

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